



Corporate execs and pilots stay productive on coast-to-coast flights with inflight Wi-Fi

CHALLENGE

For a California-based company that provides safe, natural skincare products for the whole family, conducting business on both coasts (and internationally) means the corporate executives stay busy.

Because the company operates out of Los Angeles and New York, the corporation relies on two airplanes, a Challenger 350 and Citation CJ3, to run the business effectively. With many coast-to-coast flights, the company's executives needed a way to stay productive and in touch. And, of course, managing the aircraft in a cost-effective way is always important.

SOLUTION

The corporate flight team decided that equipping the two planes with Wi-Fi would provide the flexibility and service the company needed to stay on top of business operations – even on a five-hour flight. They purchased both the Challenger and Citation with the Gogo ATG 5000 inflight connectivity system preinstalled on both aircraft from the manufacturer and they haven't looked back.

"The experience has been great for pilots and passengers," shares Jason Park, chief pilot for the company. "In the cockpit, we can use it for services that we previously paid for separately. Now, instead of paying for a bunch of separate apps, we can go online and get current weather, file flight plans, email FBOs, and more. We were able to cancel the other services, which saves us hundreds or even thousands of dollars per month – that adds up over the course of the year."



"In gathering input on which service to use, everyone I spoke with consistently said 'Go with Gogo.' It was an easy choice and I would make the same decision again."

– Jason Park, chief pilot for the corporate flight department

From a passenger perspective, "Everyone uses it," Park said. "They're mostly emailing and browsing the web. We have no complaints and have never exceeded our plan." And when Park and the team have needed assistance: "[Gogo's] customer service has been great. Every time I've called with a question, I've talked to someone quickly or used the call-back option, which has also worked really well."

Park took over management of the company's fleet earlier this year, and was impressed with how Gogo handled the transition. "The process of transferring accounts was painless and billing is automatic and easy. Gogo really makes the whole thing user-friendly," he explains.

CONCLUSION

In Park's experience as a pilot for this company as well as other organizations, the choice for inflight connectivity has been clear. "People want Wi-Fi now, it's what they expect," he concludes. "In gathering input on which service to use, everyone I spoke with consistently said 'Go with Gogo.' It was an easy choice and I would make the same decision again."

TO LEARN MORE

To learn more about the solutions that we offer for inflight connectivity on all aircraft types, visit: business.gogoair.com/solutions

To learn more about our global network of authorized dealers, visit: business.gogoair.com/contact/dealers



KEY BENEFITS

- Increased productivity and communication on longer, coast-to-coast flights
- Better onboard passenger experience when traveling for work or leisure
- Cost savings and improved pilot capabilities versus multiple individual apps
- User-friendly customer service, including account management and transition